

PART II	DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	1.311
	STATE OF HAWAII	1.312
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Minimum Qualification Specifications
for the Classes:

TELEPHONE OPERATOR I, II & III

Experience Requirements

Applicants must have had experience of the kind and quantity indicated below, or any equivalent combination of training and experience.

Basic Experience: Applicants for all levels must possess experience which demonstrated the ability to read, comprehend and apply written directions. Graduation from high school, or equivalent, may be substituted for such experience.

Class Title	Spclzd Exp	Supvry Exp
Telephone Operator I	0	0
Telephone Operator II	6 months	0
Telephone Operator III	1 year	*

Specialized Experience: Experience in the operation of a multiple-line telephone console.

*Supervisory Aptitude: Applicants for Telephone Operator III must possess supervisory aptitude. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects of supervision, e.g., by serving as a group or team leader; or in similar work in which opportunities for demonstrating supervisory capabilities exist; or by the completion of training courses in supervision accompanied by application of supervisory skills in work assignments; and/or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

Quality of Experience

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements

Applicants must be able to perform the essential functions of the position effectively and safely, with or without reasonable accommodation.

This reflects a change in class titles and an amendment to the minimum qualification specifications for the classes TELEPHONE SWITCHBOARD OPERATOR I, II and III, which were approved on May 26, 1970.

DATE APPROVED: 9/27/2013



for BARBARA A. KRIEG, Director
Department of Human Resources Development